

Member Outreach

IHCP 2019 Annual Seminar



Extra Benefits

CareSource understands there is more to health and well-being than just great healthcare. That's why we give our members extra help and benefits:

Health & Wellness Programs

- Babies First
- KidsHealth
- MyHealth
- myStrength

Member Events Care & Disease Management

Enhanced Services

- Life Services
- Job Connect
- Criminal Justice Reentry Program



Health & Wellness Programs

Babies First

Program helping members earn up to \$200 in rewards for going to routine doctor visits while pregnant and after the baby is born

KidsHealth

Easy-to-read articles, videos, interactive health tools, and doctor reviewed advice on hundreds of health topics

MyHealth

Members age 18 and over have access to an interactive health assessment, personalized health tools and can track exercise

myStrength

Safe and secure tool offering members personalized support to help improve mood, mind, body and spirit

Member Events

Bumps and Babies Family Resource Fair

- Learn important health information from CareSource and community resources
- Food, fun and free giveaways
- All are welcome, the more the merrier

CareSource Days

- Collaborate with provider offices to dedicate resources, on a chosen day, to close gaps in care
- Members are rewarded when a gap in care is closed
- Currently partnering with Indiana Health Centers and Healthling

Care & Disease Management

Care Management

Nurses, social workers and community health workers that work with members oneon-one to help coordinate health and non-health care needs.

• Individualized education and support for many conditions and needs including:

Asthma

Diabetes

Heart Disease

Depression

High blood pressure and cholesterol

Low back pain

Pregnancy

Weight loss

- Members may self refer
- Physicians may refer via the Provider Portal or by calling 1-844-607-2829

Care & Disease Management

Disease Management

Enhanced disease management program to help educate, coordinate and provide resources and tools to members with the following conditions:

Asthma Coronary artery disease

Diabetes Congestive heart failure

Chronic kidney disease Pregnancy

Chronic obstructive pulmonary disease (COPD) Depression

Hepatitis C Human immunodeficiency virus (HIV)

Attention-deficit/hyperactivity disorder (ADHD) Autism/pervasive developmental disorder

- Members with certain chronic conditions are automatically enrolled.
- Members may opt out by calling 1-844-438-9498
- Members receive free information to help them better manage their disease condition
- High risk members have an assigned nurse
- Refer patients by calling 1-844-438-9498



Enhanced Services

These are services that are unique for CareSource members:

- Life Services
- Job Connect
- Criminal Justice Reentry Program

Why is this important to our health partners? By providing this information to our health partners, together we can have a positive impact on a members health and well being. Refer patients to www.CareSource.com for information.



Life Services

Life Services provides a holistic foundation to address the social determinants that impact a members health and overall well-being. Members, age 16 and older, as well as parents/guardians of minor children who are members, are eligible.

Some of the things we can help with:

- Finding a job
- Interview skills
- Dependable transportation
- Budgeting and personal finances
- Stress management
- GED completion
- Youth supports



Job Connect

A volunteer program servicing CareSource members, or parents of a minor child who is a CareSource member, over the age of 14 and interested in pursuing a goal that improves the member's health and overall well-being.

- Members are assigned a Life Coach who will set up an easy-tofollow long term plan to achieve goals
- Help finding a job
- Coaching, training, resume and interview prep
- Help with childcare and transportation during your job search
- Assistance connecting with community resources



Criminal Justice Reentry Program

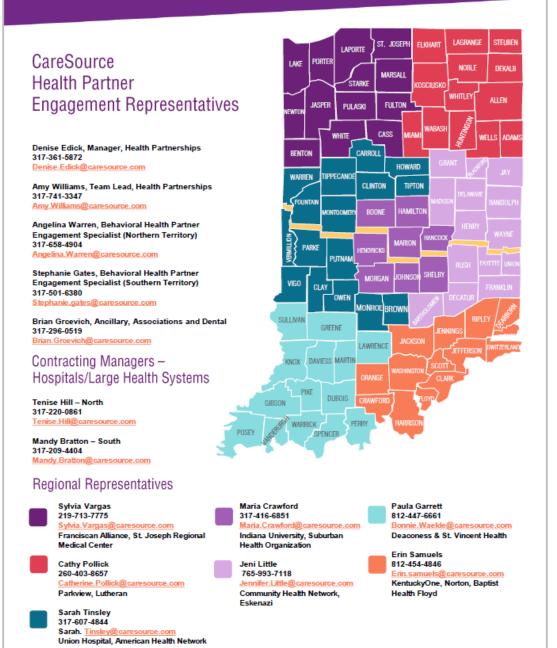
CareSource identifies members in this population then assigns each member a Criminal Justice Liaison (CJL) that facilitates the long term health and well-being of the returning member.

CJL serves as a partner who helps the member become successful in reentering society:

- Works with the member creating and setting goals for the first 90 days after release
- Refers member to Primary Medical Provider (PMP) to establish a medical home
- Refers member to behavior health provider as necessary
- Arranges transportation as necessary
- Facilitates prior authorizations for services and medications
- Makes internal referrals such as case management, Life Services, tobacco Quit Line and myStrength
- Make external referrals such as food pantries, housing, Father's and Families, etc.











Session Survey

Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.



https://tinyurl.com/fssa1022

